

CANCELLATION POLICY

Purpose and Scope

This policy outlines the cancellation conditions for participants relating to Cahoots supported services (“camps” and “programs”).

The CEO, at his absolute discretion, may consider special applications that are beyond the scope of this policy.

This policy does not apply to bookings for the Kerem Adventure Camp or Bayswater Family Centre.

This policy applies to all participants.

The Community Engagement Manager is responsible for implementation of this policy.

Definitions

Cahoots means all staff, volunteers, and contractors.

Cancellation occurs where the participant does not attend a booked service, withdraws during the service or has given less than the minimum notice as detailed below

Full Business Day means Cahoots head office operating hours; Monday to Friday 9am to 5pm, excluding public holidays. (Note: - Notification of cancellations received outside these hours will be received and actioned the next Business Day).

Participant means the person accessing supports and services from Cahoots, and where the participant is unable to make decisions for themselves refers to their legal representative such as a parent, guardian, carer or advocate.

Service means a supported camp or day program delivered by Cahoots.

POLICY STATEMENT

At times, a service may be cancelled by Cahoots prior to or during a service. Similarly, participants may cancel their booking prior or during the service.

Services are planned and booked 6 to 12 months in advance. Costs are incurred by Cahoots regardless of whether a participant attends a service.

Short Notice Cancellations (Only for NDIS participants)

For supports delivered to a group of participants; Cahoots will charge a participant a Short Notice Cancellation Fee at the original booking rate when:

- A participant cancels and Cahoots is unable to fill the cancelled vacancy; and
- All other Short Notice Cancellation conditions are met.

Short Notice Cancellation conditions:

Cahoots can only claim from a participant’s NDIS Plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

1. The NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Short Notice Cancellations in respect of that support item;
2. The proposed charges for the activities comply with the NDIS Pricing Arrangements and Price Limits;

3. Cahoots has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
4. Cahoots were not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Claims for Short Notice Cancellation should be made using the same support item as would have been used if the support had been delivered, using the "Cancellation" option in the myplace portal.

Participant-initiated Cancellations

The participant shall notify a Cahoots Family Relationships Officer (FRO) by email info@cahoots.org.au of their cancellation.

Cancellations fees will apply in accordance with Service Cancellation Notice Periods.

Reasons that may incur cancellation fees include (but are not limited to):

- Sickness like Flu, gastro, Covid, fever, cough, shortness of breath.
- Other commitments.
- Transport issues.
- Behavioral issues.
- Family concerns.
- Insufficient funding.
- Activity not suitable for the participant.

Cahoots-initiated Cancellations

Cahoots only operate services when it is safe to do.

Cahoots may cancel a service prior to or during a service if it is deemed by Cahoots unsafe for participants, staff and volunteers.

Potential reasons for cancellation include (but are not limited to):

- Emergency in area/location of service and no ability to relocate.
- Serious incident on a service and no ability to continue.
- Appropriate staffing ratios are no longer available to support participants.

Cahoots may remove (send home) a participant from a service for the following reasons (but not limited to):

- Cahoots unable to meet support requirements.
- The participant is affecting the welfare of others.
- Injury.
- Sickness.

If Cahoots cancels prior to the service commencing, all participants will be notified as earliest as possible. Participants will not be invoiced for the service.

If Cahoots cancels after the service commencing or participants are removed (sent home) from the service, the CEO at his absolute discretion, will assess applicable charges based on the circumstances.

Service Cancellation Notice Periods

Camps

- A. If less than 5 Full Business days' notice is given of a cancellation, Cahoots will invoice 100% of the full camp fee.
- B. If more than 5 Full Business Days' notice is given of a cancellation, no cancellation fee will be charged.

Programs

- A. If less than 2 Full Business Days' notice is given of a cancellation, Cahoots will invoice 100% of the full program fee.
- B. If more than 2 Full Business Days' notice is given of a cancellation, no cancellation fee will be charged.

Continuity of supports

In the case of a service being cancelled, Cahoots will maintain the duty of care of participants until they can be collected by a parent/guardian.

Cahoots understands that its services provide essential respite for families and as such ensures service modifications and contingencies are in place to minimize the risk of cancelling services.

[DA1][DA2][DB3]

Complaints

A participant can make a complaint about any issue connected to their booking and service. Complaints will be handled in accordance with the Complaints and Feedback Policy and Procedure.

A participant can also make a complaint if the service was funded by the NDIS by;

- Calling the NDIS Commission on 1800 035 544; or
- Online at the NDIS Commission website [NDIS Complaint Contact Form](#).

Communication

This policy will be communicated in an appropriate way to:

- Participants and their support networks through Cahoots e-newsletter, website, intake process, easy to read flyers and accessible on request.
- Staff and volunteers through inductions, professional development and staff meetings.

Policy Review

This policy will be reviewed every two years in consultation with participants and their support networks together with staff and volunteers.

Reference and Related Documents

- NDIS Price Guide
- Cahoots Service Agreement Policy and Procedure
- Cahoots Service Agreement Template
- Cahoots Support Plan Policy and Procedure
- Cahoots Service Access and Exit Policy and Procedure
- Cahoots Behaviour Support Policy and Procedure
- Cahoots Emergency and Disaster Management Policy
- Cahoots Access to Personal Information Consent Policy
- Cahoots Health and Infection Control Policy and Procedure
- Cahoots Crisis Response Policy
- Code of Conduct – Adult Participants
- Code of Conduct – Kids and Teens
- Cahoots Facilitator Manual

Versions

No.	Approval Date	Description of Amendment
1.0	10/07/2019	Policy created
2.0	23/03/2020	Amended COVID19 added
3.0	28/08/2020	Reviewed
4.0	26/05/2021	Reviewed
5.0	8/03/2022	Reviewed
6.0	30/03/2022	Reviewed
7.0	22/02/2023	Amended COVID19 removed
8.0	26/05/2023	Added complaints

Owner	Approver	Next Review
Community Engagement Manager	CEO	February 2025